

BEFORE THE  
IDAHO PUBLIC UTILITIES COMMISSION

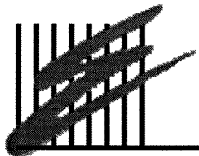
CASE NO. IPC-E-03-13

IDAHO POWER COMPANY

EXHIBIT NO. 51

S. FULLEN

Idaho Power Overall Score



## *Idaho Power Overall Score*

	Overall Quality	Voice Quality	Information Delivery	User Friendliness	Ease of Operation
Completed Survey Base	72*	21	19	14	17
Utilities Industry	73*	22	18	15	19
Idaho Power	87	23	22	18	24

\*Note: Sum of the individual items may be less than the total score due to rounding.